



Iowa Department of
Administrative Services

General Services Enterprise

Thomas J. Vilsack, Governor
Sally J. Pederson, Lt. Governor

Mollie K. Anderson, Director
Patrick J. Deluhery, Chief Operating Officer

Date: January , 2006

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TO: Financial Managers, Purchasing Agents and Travel Coordinators

FROM: Jeanette Chupp, C.P.M., Purchasing Agent III
Dept. of Administrative Services, General Services Enterprise
Phone: 515-281-6288 FAX: 515-281-3628 E-Mail: Jeanette.Chupp@iowa.gov

RE: State Contract CT1697 Renewal provides "Non-Exclusive" Travel Agency Services

The Department of Administrative Services, General Services Enterprise, has renewed two (2) contracts for the provision of non-exclusive, **full-service travel agency services** effective January 1, 2006. These contracts provide your department the "option" to utilize a State Travel Contract if you determine it is in your best interest. Please review these contracts when determining procedures and guidelines for employee travel.

A review of contract fees and services is provided on the following pages. Both travel agencies will provide the lowest "logical" airfare at the time of ticketing. If you have any questions please feel free to contact each travel agency's Client Services Manager, or Jeanette Chupp, DAS Purchasing Agent at phone 515-281-6288 or Jeanette.Chupp@iowa.gov

	<u>Shorts Travel Management</u>	<u>Travel and Transport, Inc.</u>
Agency Office Location:	1203 West Ridgeway Ave. Waterloo, Iowa	213 Duff Avenue, Suite B. Ames, Iowa, 50010
Client Services Manager:	Kelli Johnson	Dorothy Schumer
Phone:	913-677-7777 or 800-678-7766	515-292-5584 ext. 226
E-Mail:	kjohnson@shortstravel.com	dschumer@tandt.com
Customer Service and Ticket Reservation Phone Number:	800-568-7045	800-747-8182

Thank you.



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**Shorts Travel Management
Waterloo, Iowa**

**Travel and Transport, Inc.
Ames, Iowa**

<u>Fee for Service:</u>	<u>Fee Type</u>	<u>2005</u>	<u>Additional Info.</u>		<u>2005</u>	<u>Additional Info.</u>
Base Fee: Domestic Airline Fee with E-Ticket....	E-Ticket with Travel Agent Assistance and Credit Card Payment.....	\$25.00	Customer Service Ph. 800-568-7045 or FAX: 319-234-2490		\$28.50	Customer Service Ph. 800-747-8182 or Ph. 515-292-8182 or FAX: 515-292-9100
International Airline Fee with E-Ticket.....	E-Ticket with Travel Agent Assistance and Credit Card Payment.....	\$32.00			\$35.75	
Web-Site On- Line Purchase (NO travel agent Assistance)	E-Ticket with <u>NO</u> Travel Agent Assistance and Credit Card Payment.....	\$15.00	E-Travel Site: www.shortstravel.com/stateia		\$15.00	E-Travel Site: www.tandt.com/ts/resx
Paper Ticket Delivery Fee.....	Available when E-Tickets are not acceptable.....	\$30.00			Actual Ticket Delivery Charges Invoiced	
Paper Invoicing Fee per Trip or Itinerary	Available when credit card is not provided.....	\$14.50			\$12.00	
Flight Insurance for death and dismemberment	\$100,000 per Ticket or Passenger.....	No Charge			No Charge	
Quarterly Reporting or Ad-Hoc Reporting	Available upon specific request by State of Iowa Department or Facility	No Charge for 750 report templates			No Charge for standard report package & most ad hoc reporting. \$125 per hour for custom reports.	No-Charge for two dept. users under ettek Power Reporter
Travel Agent Intervention with Self-Booking On-Line Tool	After on-line website booking, when further customer assist is requested.	\$10.00	Charge for personal Travel Agent assistance.		\$10.00	Charge for personal Travel Agent assistance.
Additional Fees...						
Car Rental or Lodging on-line Web-Site Booking Fee	Applies only in the event <u>NO</u> airline ticket is purchased.	No Charge			\$7.00 Fee for On-Line Booking. No-Charge for Phone Booking.	
Maintenance Fee	ETTek Traveler Profile Maintenance	No Charge			\$100 monthly if State requests eTTek Profile Maintenance.	Fee waived during contract implementation. \$100 monthly thereafter, if Profile Maintenance requested by State.



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Shorts Travel Management
Waterloo, Iowa

Ticket Reservations Phone: 800-568-7045
Ticket Reservations FAX: 319-234-2490
Regular Office Hours: 8 till 5 Monday thru Friday

Ticket Reservation Web-Site: www.shortstravel.com/stateia
Travel Agency Web-Site: www.shortstravel.com

Travel and Transport, Inc.
Ames, Iowa

800-747-8182 & 515-292-8182
515-292-9100
8 till 5 Monday thru Friday

www.tandt.com/ts/resx
www.tandt.com

24 X 7 Emergency Traveler's Assistance:

During domestic travel.....800-373-8679
During International Travel.....800-373-8679

800-237-3950
402-399-4667

Client Services Manager:

Kelli Johnson
Agency Office Location: 1203 West Ridgeway Ave.
Waterloo, Iowa
Phone: 913-677-7777 or 800-678-7766
E-Mail: kjohnson@shortstravel.com

Dorothy Schumer
213 Duff Avenue, Suite B.
Ames, Iowa, 50010
515-292-5584 ext. 226
dschumer@tandt.com

Contract Administrator:

David LeCompte
Phone: 319-433-0711
FAX: 319-234-2490
E-Mail: dlecompte@shortstravel.com

Brad Knutson
402-399-4592
402-343-4007
bknutson@tandt.com

Contract extended to Political Sub-Divisions:

(cities, counties, school districts): Yes

Yes

Credit Cards Accepted:

American Express, Diners Club,
Discover, Visa, MasterCard, ATP

American Express, Diners Club,
Discover, Visa, MasterCard

Airline Reservation System: Apollo

Apollo

Ticket Refunding and Voiding: No Additional Fee

No Additional Fee

Training:

Instructions on the use
of web-based tools are
available in hard-copy
and electronic form at
no-charge.

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